CARISA RAMOS

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SKILLS

- Leadership
- Emotional Intelligence
- Spanish Native Speaker
- Articulate 360 (Storyline, Rise)
- Adobe Creative Cloud (Video Editing)
- Learning Management Systems (LMS)
- Vyond Animation Software
- MS Office 365 (PowerPoint, Excel, Word)
- ClickUp (Project Management Software)

EXPERIENCE

FEB. 2022 – PRESENT
E-LEARNING SPECIALIST, POLLO CAMPERO

- Led the research, analysis, selection, and implementation of the learning management system for national corporate and franchise employees.
- Lead the analysis, design, development, implementation, and evaluation of reimagined new employee orientation, trainer certification, and new hire training.
- Establish training metrics to measure completion rates, engagement, learner satisfaction, and impact on employee retention.
- Manage the learning management system for the US corporate and franchise locations.
- Develop engaging, active learning courses using adult learning principles and authoring tools like Articulate 360 (Storyline, Rise).
- Create storyboards and videos using Vyond and Adobe Creative Cloud.
- Lead train-the-trainer sessions during deployment and implementation of training.

APR. 2020 – JAN. 2022
TRAINING SPECIALIST (INSTRUCTIONAL DESIGNER), SITEL GROUP

- Led and managed a training content development launch for a leading healthcare benefits client achieving new hire target goals of 95% average quality assurance in 30 days
- Led reimagined content project for a large retail client with measurable results, increasing retention by 31% and meeting new hire 30 and 60-day KPI goals
- Led a program-wide performance initiative for a national non-profit client resulting in 49% increased conversion rates
- Led a project management software initiative that streamlines processes, facilitates collaboration, and improves team productivity
- Manage multiple client training programs and projects concurrently
- Manage groups of developers to meet project productivity and timeline objectives

- Build client, stakeholder, and SME relationships through effective and timely communication
- Collaborate with client and cross-functional departments to analyze, design, develop, implement, and evaluate instructional deliverables
- Develop, mentor, and coach developers through constructive feedback
- Conduct training needs, learner, and task analysis to provide impactful solutions to training and operation departments
- Use the Backward Design framework and Bloom's Taxonomy to craft instructional goals, objectives, and evaluation criterion
- Design synchronous, asynchronous, and blended learning curricula for virtual and classroom settings using ADDIE or SAM (agile) models
- Create course maps and design documents incorporating learning theories, adult learning strategies, and active learning techniques
- Conduct evaluations to improve learner experience and outcomes
- Present training proposals and evaluations to stakeholders

AUG. 2018 – APR. 2020
TRAINING FACILITATOR, CONTENT DEVELOPER, SITEL GROUP
- Develop eLearning courses using Adobe Creative Suite and Articulate Storyline, meeting project objectives and client deadlines
- Review, analyze, edit, or design course materials and job aids
- Convert PowerPoint presentations into eLearning courses • Develop, coordinate, and facilitate program-wide training
- Streamline essential communications related to training, system updates, and procedural changes
- Perform quality assurance evaluations for calls, emails, and whitemail
- Handle escalated and complex production items

EDUCATION

INSTRUCTIONAL DESIGN
UNIVERSITY OF ARIZONA GLOBAL CAMPUS
Grade: 4.0 GPA

BUISINESS LEADERSHIP
UNIVERSITY OF ARIZONA GLOBAL CAMPUS
Grade: 4.0 GPA

LICENSES AND CERTIFICATES

2020
- Instructional Design: Adult Learners – LinkedIn
- Elearning Essentials: Instructional Design – LinkedIn

- Instructional Design Essentials: Models of ID – LinkedIn
- Designing a Training Program: Setting Goals, Objectives, and Mediums – LinkedIn
- Instructional Design: Needs Analysis – LinkedIn

2021
- Measuring Learning Effectiveness – LinkedIn
- Instructional Design: Storyboarding – LinkedIn
- Instructional Design: Creating Video Training – LinkedIn
- Agile Foundations – LinkedIn
- Articulate Storyline Essential Training – LinkedIn

2019
- Developer Certification – Sitel Group (formerly SYKES)

ORGANIZATIONS

ALPHA SIGMA LAMBDA
Member
January - Present

GOLDEN KEY INTERNATIONAL HONOUR SOCIETY
Member
January - Present